

## Community-Based Services for Seniors

CANHR is a private, nonprofit 501(c)(3) organization dedicated to improving the quality of care and the quality of life for long term care consumers in California.

There are a variety of community-based programs and services that can help senior citizens live safely and comfortably at home. The descriptions below explain the key types of services available and where to go to find out more about them. Note: Contact CANHR for listings of basic resources for each county in California.

Contact the **Senior Information and Referral (I&R) Program** in your local area by calling the state-wide Elder Services Locator Number **1-800-510-2020**. **Senior I & R** is the key resource to access all the services described in this fact sheet.

### Coordinating Services

Case management (sometimes referred to as “care management” or “coordination”) links persons to needed services through assessment, planning and monitoring.

#### Publicly funded programs include:

- Multipurpose Senior Services Program (MSSP) for Medi-Cal eligible persons (<http://www.aging.ca.gov/programs/mssp.asp>)
- Linkages (<http://www.aging.ca.gov/programs/linkages.html>)
- Program for All Inclusive Care (PACE) available in limited counties

#### Private services may be provided by:

- Home health agencies can offer short-term case management services.
- Fee-for-service Geriatric Case Managers.

### Personal Care Services

- **In Home Supportive Services (IHSS)** provides those with limited income who are aged, blind, or disabled with personal care services so they can remain safely at home. Apply through the county social services department.
- **Home Health Agencies (HHA)** provide this service for a fee.
- **Centers for Independent Living** sometimes keep a registry of workers who provide in-home care on a fee-for-service basis.

### Home Health & Hospice

These services are provided by certified **Home Health Agencies**. Medicare, Medi-Cal and long-term care insurance might pay for such services if prescribed by a doctor and are considered medically necessary. Some HHAs operate a **Nursing Facility (NF) Waiver Program**, providing nursing home type care in a person’s home with funding from Medi-Cal.

### Caregiver/Dementia Related Services

The focus is on family caregivers providing information, counseling, peer support groups and respite care.

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650 HARRISON STREET, 2ND FLOOR · SAN FRANCISCO, CA 94107

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- Contact one of the state's 11 regional **Caregiver Resource Centers** or the local chapter of the **Alzheimer's Association**.
  - Consider participating in **Community Based Adult Services (CBAS)**.  
<http://www.dhcs.ca.gov/services/medi-cal/Pages/ADHC/ADHC.aspx>

## **Nutrition**

Contact **Senior I&R or the Area Agency on Aging (AAA)** at (800) 510-2020. There are recommended donation amounts for these services.

- **Congregate Senior Nutrition** offers meals, usually 5-days per week.
- **Home-Delivered Meals** (Meals-on-Wheels).
- Consider participating in **Adult Social Day Care** or **Adult Day Health Care**.

## **Monitoring/Companionship**

Contact the council of churches or hospitals.

- **Telephone Reassurance** programs.
- **Emergency Response Systems** (e.g., Life-Line) charge a monthly fee.
- Friendly visitors and **Senior Companion Program**.

## **Transportation**

This is one of the most needed and lacking services, especially if a person needs to be accompanied, not just dropped off and picked up.

- **Senior Nutrition** and **Community Based Adult Services (CBAS)** sometimes provide transportation as part of the service.
- Some communities offer **reduced fees for public transportation, special taxi services and MediVan services** or run volunteer transportation programs.

## **Bill Paying Services**

Bill-paying services are sometimes offered as part of publicly funded case management programs. Some non-profits offer **bill paying or representative payee services** for a fee. If a person lacks cognitive capacity, there are both **public (i.e., Office of the Public Guardian) and private conservators**.

## **Legal/Advocacy Services**

- Contact **CANHR's Lawyer Referral Service** for experts throughout the state who specialize in estate planning, resident's rights and personal injury and medical malpractice in nursing homes.
- **Senior Legal Programs** (<http://slh.lsnr.net/other-agencies/>) handle consumer and public benefit issues.
- Contact **Adult Protective Services (APS)** at (888) 202-4248 for alleged abuse, (e.g., physical, neglect, financial, etc.) that occurs in the community, e.g., the elder's home or apartment. APS is usually located in the county department of social services or in the county office of the Public Guardian.
- If the abuse occurs in a long-term care institution like a Residential Care Facility for the Elderly or a Skilled Nursing Home, contact the **Long Term Care Ombudsman Program** and **CANHR**.
- **Health Insurance Counseling and Advocacy Program (HICAP)** (800-434-0222 ) handles issues regarding Medicare billing, Medicare supplemental insurance policies, Medicare HMOs, and long-term care insurance.